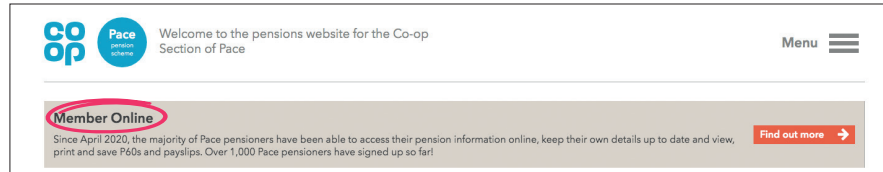


How to Register for Member Online

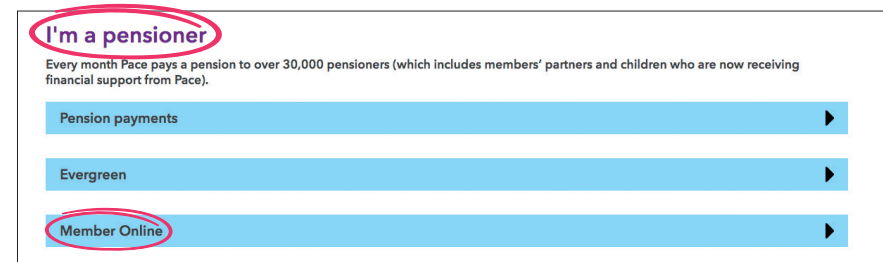


- 1 To register, go to the Pace website at coop.co.uk/pensions or www.co-operativebank.co.uk/pensions and click on the banner for Member Online.

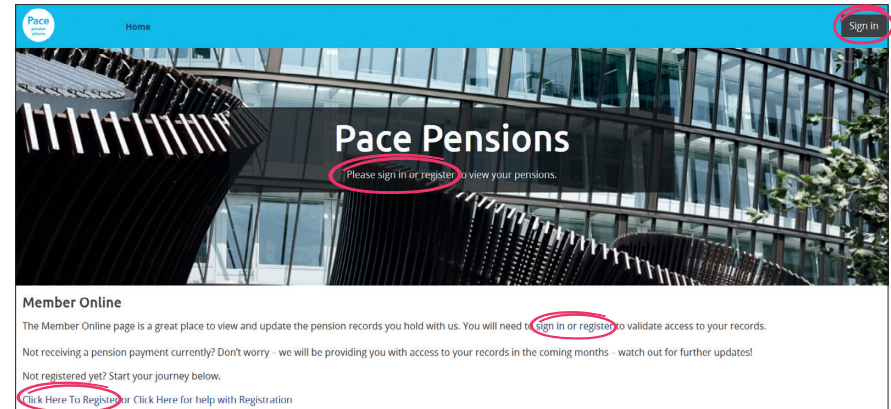


Alternatively, you can also click on the relevant image for your circumstances. You will only be able to register for Member Online if any of the below apply to you:

1. **You have a pension in payment from Pace**
Click on 'I'm a pensioner or I've left the Co-op' on the homepage and then click 'Member Online' in the pensioner section.
2. **You have left the Pace scheme with DB benefits**
Click on 'I'm a pensioner or I've left the Co-op' on the homepage and then click 'Member Online' in the leaver section.
3. **You had benefits in the Pace DB scheme when it closed**
Click on 'I'm in Pace DB (formerly Pace Complete)' and then click on 'Member Online' in the Pace DB section.



Once you get to the Member Online area, there are four places you can register.



- 2 Once you have clicked to register, you will be taken to a page to accept the Pace Terms of Use and Cookie Policy. Further information for both of these can be found by clicking on the question mark beside each phrase.

Member Registration

By proceeding to use our website, you agree to be bound by our Terms of Use and to comply with them. You may access our Terms of Use by clicking on the question mark icon below

I Accept Terms of Use * ?

☐ Yes

☒ No

The Co-op is committed to treating personal information we collect in accordance with applicable data protection legislation. When signing up to the Pace Members website we will collect personal data such as your name and email address in order to manage your online account. We may also use data analytics in order to enhance user experience. We will not share or use your data for any other purposes.

Our full Member Privacy Notice, which provides more general information about how your data is used as a Pace member, may be accessed by clicking on the question mark icon below.

I'm happy to use cookies * ?

☐ Yes

☒ No

You need to click 'Yes' to both policies to gain access to the website.



3


We then require some information to be able to match you up with your pension benefits.

All details will need to be populated. Don't worry if you don't have a mobile number, the registration process works with a landline as well. We will only use this number to contact you if absolutely necessary. You will need to use an active email address as we will email an activation code to this email address.

Member Registration

Surname *

Date of birth * 
 

Phone Number * 

Confirm Phone Number *

Email Address *

Confirm Email Address *

National Insurance number *

4

You will then be asked to enter some security details.


Try and use something you will remember as your username, password and security answer. We suggest you use one word for your security answer and remember any uppercase and lowercase letters used in it.

Your password must be between 9 and 20 characters long and contain at least 1 number and both upper and lower case letters. No special characters can be used.

Member Registration

Enter Security Question *

Enter Security Answer *

 Username (Upper Case) *

Retype Username (Upper Case) *

Password *

Retype Password *

- 5 Once all your details are entered correctly, you will see the below message. Please click 'Done'. Check your email for your activation code. Remember to check your junk/spam folder if you don't receive the email.

Member Registration

The first part of registration is now complete. You will shortly be receiving an activation code by email with instructions on how to complete your registration.

[Done](#)

- 6 The email should look similar to this.

Thank you for registering.

Your username is

You will need to log in to the website and enter the activation code below when prompted in order to complete the registration process.

Please note that your activation code will expire in 3 days. If you have not entered your activation code within 3 days then please contact us for further information.

- 7 To log in, go to the Pace website again and click on the banner for Member Online. Alternatively, you can also click on 'I'm a pensioner or I've left the Co-op' or 'I'm in Pace DB (formerly Pace Complete)' on the homepage and then click on 'Member Online' from the relevant pensioner/leaver/Pace DB section.

I'm a pensioner

Every month Pace pays a pension to over 30,000 pensioners (which includes members' partners and children who are now receiving financial support from Pace).

[Pension payments](#)

[Evergreen](#)

[Member Online](#)

Once you get to the Member Online area, enter your username and password and then click 'Sign in' rather than 'Register'. Always use 'Sign in' for subsequent logins to this area.

- 8 Enter the username and password you set when you registered (username doesn't have a full stop as the last character). Then click 'Sign in'.

Username

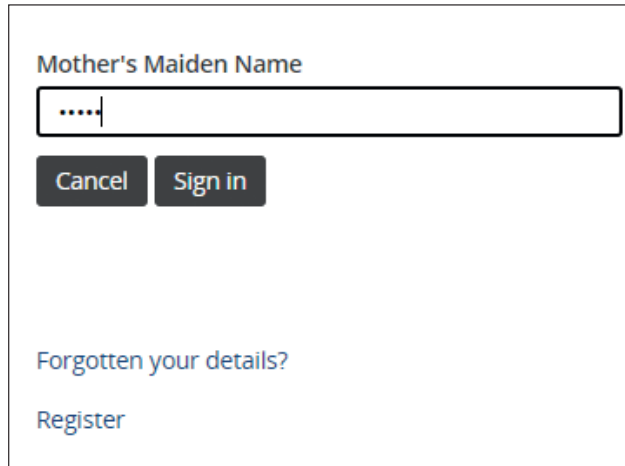
Password

[Sign in](#)

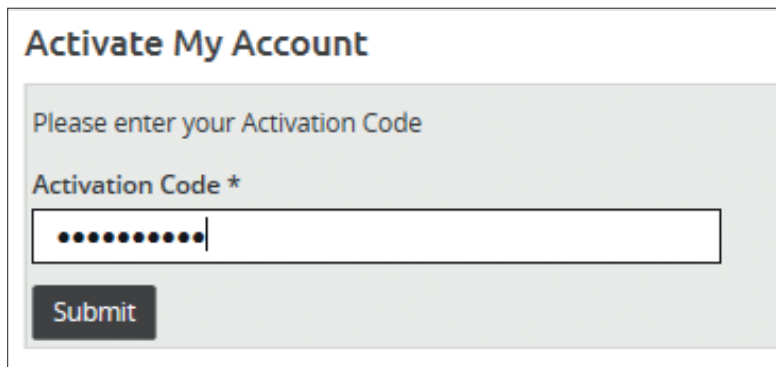
[Forgotten your details?](#)

[Register](#)

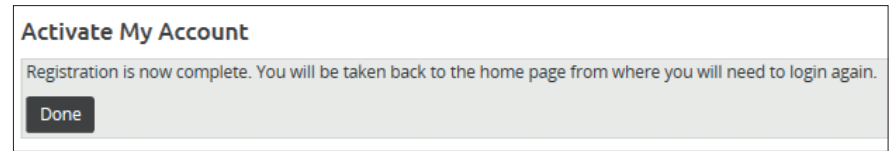
- 9 You will then need to answer your security question (the site will remind you what the question was) and click 'Sign in'.



- 10 Finally, copy your 10-digit activation code from the email we sent and paste it in below, then click 'Submit'.



- 11 You are now registered! Now click 'Done'.



- 12 You will need to sign in again using your username, password and security question. Once you are on the website you will be able to view the personal details we hold for you and view your pension memberships. You can keep your details up to date and view enhancements to functionality as we continue to develop the system.



If you have any issues registering for this service, please email pensionsregistrationqueries@coop.co.uk

Remember, when you want to log in again, just go to the Pace website at coop.co.uk/pensions or www.co-operativebank.co.uk/pensions and click on the banner for Member Online. Alternatively, click on 'I'm a pensioner or I've left the Co-op' or 'I'm in Pace DB (formerly Pace Complete)' on the homepage and then click on 'Member Online' from the relevant pensioner/leaver/Pace DB section. Please don't click on the 'Manage your Account' option, as this will take you to Legal and General's page for Pace DC members.